

Equality Analysis Report

Title of activity: Mobile Library Consultation	Decision maker: Portfolio Holder and Chief Officer
Service area: Libraries	Lead officer: Head of Libraries
Approved by: Chief Officer	Date of approval August 2017
<p>Description of activity:</p> <p>As part of the Borough Council's budget saving process, it has carried out an extensive consultation on the future of the Library Service, with a view to modernising services and delivering significant savings.</p> <p>One of the recommendations agreed by Executive Committee on 2nd November 2016 was that the Mobile and Library Link services should be reconfigured to deliver a more cost effective service, with a change in the type of vehicle used to deliver the Library Link Service and a reconfiguration of the Mobile Library Service routes and timetables.</p> <p>The Mobile Library service, based at Kempston Library, operates five days a week including alternate Saturdays. It visits 40 communities across the Borough over a two week period and makes a total of 182 stops per month.</p> <p>Library Link provides a service to people who are unable to reach their local library due to ill health, frailty, lack of mobility, or other limiting health conditions. This service is largely delivered via the Library Link Mobile which operates 20 routes around the Borough per month, making regular visits to individual housebound users, residential homes, sheltered housing schemes and other locations.</p> <p>Both the current Mobile Library and Library Link vehicles are approaching the end of their useful life. The Mobile Library will be replaced with a new, more cost efficient vehicle and the Library Link Mobile with a smaller, more flexible delivery vehicle with a reconfiguration of the timetables and routes to accommodate these changes. This will allow a one off reduction in vehicle replacement costs of £65,000 and an ongoing saving in running costs of £7,000 per annum.</p>	

The new Library Link vehicle is due to be delivered in mid-August; and the Mobile Library will be later in the year.

The draft timetable has been reorganised to ensure that every village and care home that currently receives the service will continue to do so, even if the day and/or time has changed in some cases.

This equality analysis is to ensure that what we are planning is fit for purpose.

Please refer to the Equality Analysis Template Notes for guidance on completing this form.

Relevance Test

1. The outcomes of the activity directly and significantly impact on people, e.g. service users, employees, voluntary and community sector groups.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
2. The activity could / does affect one or more protected equality groups.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
3. The activity could / does affect protected equality groups differently.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
4. One or more protected equality groups could be disadvantaged, adversely affected or are at risk of discrimination as a result of the activity.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
5. The activity relates to an area where there are known inequalities.	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
6. The activity sets out proposals for significant changes to services, policies etc. and / or significantly affects how services are delivered.	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
7. The activity relates to one or more of the three aims of the Council's equality duty.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
8. The activity relates to the Council's Corporate Plan objectives, is a significant activity and / or presents a high risk to the Council's public reputation.	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
9. An equality analysis of this activity is required.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
This activity has no relevance to Bedford Borough Council's duty to eliminate unlawful discrimination, harassment and victimisation; to advance equality of opportunity; and to foster good relations. An equality analysis is not needed.				<input type="checkbox"/>
Explanation why equality analysis is not needed				

Scope of equality analysis

Who is / will be impacted by the activity's aims and outcomes?	Local parishes and Queen's Park ward served by mobile library Current library link service users and potential future service users Care / residential settings Bedford Borough Council Library staff Schools and other educational settings Elected Members
Which particular protected equality groups are likely / will be affected?	Mobile and Library Link service users are more likely to be under 18 years or 65 years and over, to be a woman, or to have a disability.

Evidence, data, information and consultation

What evidence have you used to analyse the effects on equality?	<p>1. Mobile and Library Link membership statistics for active borrowers. Age and gender information is recorded at the time of joining the library. Library concessions are available to those over 65, unemployed, or in receipt of disability related allowances.</p> <p>Data relating to all the protected groups is also collected in full whenever consultations are carried out, including this consultation on the changes to the Mobile Library service timetables – see section below.</p> <p>2. Consultation information - see section below.</p>
What consultation did you carry out with protected equality groups to identify your activity's effect on equality?	<p>Methodology</p> <p>A draft timetable was produced for consultation and published alongside a response form. The documents were made available electronically on the website and hard copies were available in all libraries, Borough Hall, the Customer Contact Centre and on the Mobile Library Van.</p> <p>The Consultation ran from 3 April to 9 June. It was promoted in the following ways:</p> <ul style="list-style-type: none">• Via the Consultation and Library Email bulletins• Via Twitter

	<ul style="list-style-type: none">• Via posters and publicity in all the libraries and in the Mobile Library and Library Link Mobile• Via the Virtual Library• Via an email to Town & Parish Councils <p>Response Overall 251 were responses were received, they were received via the following channels: Paper response form – 220 Online response form – 28 Email – 2 Written response - 1</p> <p>Summary of Responses</p> <ul style="list-style-type: none">• 82.5% of those completing a response either ‘agreed’ or ‘strongly agreed’ with the proposals, and another 5.5% had no view.• Over 90% of those who responded stated that they were mobile or library link service users.• Respondents provided comments about multiple stops in 43 different areas of the Borough. The scope of locations stated by respondents implies the importance of services to those residing in both urban and rural areas.• As well as highlighting the important role of Mobile library services in providing physical resources, a number of respondents noted the role that Mobile library services play in promoting social inclusion, ensuring that services are accessible, providing a community hub and supporting education.																																		
What does this evidence tell you about the different protected groups?	<p>1. Mobile and Library Link membership statistics</p> <table><tr><th colspan="2">Count of borrower</th><th colspan="3">Sex</th><th></th></tr><tr><th>Branch</th><th>Ageband</th><th>Female</th><th>Male</th><th>Unknown</th><th>Grand Total</th></tr><tr><td rowspan="3">Kempston Mobile</td><td>0 - 18</td><td>198</td><td>167</td><td>18</td><td>383</td></tr><tr><td>19 - 64</td><td>196</td><td>45</td><td>3</td><td>244</td></tr><tr><td>65 +</td><td>219</td><td>93</td><td>2</td><td>314</td></tr><tr><td colspan="2">Kempston Mobile Total</td><td>613</td><td>305</td><td>23</td><td>941</td></tr></table>	Count of borrower		Sex				Branch	Ageband	Female	Male	Unknown	Grand Total	Kempston Mobile	0 - 18	198	167	18	383	19 - 64	196	45	3	244	65 +	219	93	2	314	Kempston Mobile Total		613	305	23	941
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Library Link (Bedford)	0 - 18	4	14	36	54
	19 - 64	13	6	1	20
	65 +	194	41	1	236
Library Link (Bedford) Total		211	61	38	310
Grand Total		824	366	61	1251

In total there are 1251 active Mobile and Library Link borrowers: 941 Mobile Link users and 310 Library Link users.

Age

Proposed changes in the Mobile or Library Link services will have an impact on younger people (under 18 years) and older people (65 years+):

- 40.7% of Mobile Link users are aged under 18 years old and 33.4% are aged 65 years and over;
- 76.1% of all Library Link users are aged 65 years and over.

Disability

- Changes in the Mobile or Library Link services will affect those with mobility problems.

Sex

- 65.1% of all Mobile Link borrowers and 68.1% of Library Link borrowers are women.

Sex and Age

Older women will be affected by any changes to the Library Link as 62.6% of all Library Link users are women aged 65 years and over.

2. Consultation

Whilst most of the feedback received was positive, a few concerns were raised about the proposed changes to the service. These include comments about accessibility for people with mobility or sensory difficulties, or due to education and work commitments, concerns about parking and whether the service would be able to retain the same high quality staff.

	<p>In addition:</p> <ul style="list-style-type: none"> • 79 comments were received stressing how important the mobile library service is. 31 responses were received highlighting the important role that Mobile Library Services play in making services accessible to people. 13 respondents commented on the role of the mobile library service as a community hub. • Some other recurring themes included comments about the importance of the mobile library services to families and children; it was felt that families with young children may be more likely to use the mobile library in one area if the stop was timetabled for Saturdays. • Disability – there was strong disagreement to the proposal to remove the stop at Abbey Close in Renhold and the feedback was that this may disadvantage service users with disabilities. • Children and young people – the proposed timetable/route changes moved the stop at The Jackal in Thurleigh back to 3.20pm. Respondents pointed out that this was too early for middle school children whose bus arrives back after 4pm and would therefore miss the opportunity to access the Mobile Service. <p>The consultation response form asked about the impact of the proposed changes on equality. 49 responses to this question were received. A summary of the key themes is below:</p> <ul style="list-style-type: none"> • 19 responses were received indicating that respondents didn't think the proposal would discriminate against people with protected characteristics. • 17 comments were received expressing concern that the proposals could have adverse impacts on people with protected characteristics, including 13 responses concerned about age discrimination and 8 responses concerned about access to the service for people with disabilities. <p>Diversity monitoring of respondents</p> <p>Those completing a response form were asked to provide their sex, age and disability details to give an idea of the profile of the respondents. Not all respondents gave an answer to these questions. Based on those that completed the diversity of monitoring form, the majority of respondents to the consultation were female, aged 65 years and over and nearly half had a disability or long term condition.</p> <p>Sex</p>
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	What is your age?	Male	54
		Female	175
		Prefer not to say	5
		Under 18	1
		18 - 24	0
		25 - 34	7
		35 - 44	8
		45 - 54	8
		55 - 64	24
		65 +	173
		Prefer not to say	15
		Do you have any of the following conditions?	
		A physical disability	57
		A sensory disability	10
		A mental health condition	7
		Learning difficulties	2
		Any other long term condition	24
		None of the above	102
		Prefer not to say	15
What further research or data do you need to fill any gaps in your understanding of the potential or known effects of the activity?	None.		

General Equality Duty

Which parts of the general equality duty is the activity relevant to?			
	Eliminate discrimination, harassment and victimisation	Advance equality of opportunity	Foster good relations
Age	Provides services by taking them to those who may otherwise be unable to reach them	Provides services by taking them to those who may otherwise be unable to reach them	The Mobile Link service helps to bring local communities together and fosters good relations between older people and families with young children
Disability	Provides services by taking them to those who may otherwise be unable to reach them	Provides services by taking them to those who may otherwise be unable to reach them	The Mobile Link service helps towards social inclusion bringing together people with disabilities and people without disabilities.
Gender reassignment			
Pregnancy and maternity			
Race			
Religion or belief			
Sex			
Sexual orientation			
Marriage & civil partnership			

Impact on equality groups

Based on the evidence presented what positive and negative impact will your activity have on equality?

	Positive impact	Negative impact	No impact	Explanation
Age	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>As the proposals affect most of the current Mobile Library Service, it is likely that some of our customers who are school aged, or 65 years and over, may be affected, for example by a change in day, time or frequency of visit. However, to lessen any negative impact of this change, the timetable has been reorganised to ensure that every village and care home that currently receives the service will continue to do so, even if the day and/or time has changed in some cases.</p> <p>The consultation identified negative impact for children in Thurleigh based on the proposed timetable change for the Mobile Library service. As a result, the route has been adjusted to leave the stops at their present time so that school-aged children can continue to access the service.</p> <p>The consultation also identified opportunity to improve the service and have a positive impact for children in Stagsden. As a result, the stop at the Royal George in Stagsden has been moved to Saturdays so that more people, especially children will use it.</p>
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>As the proposals affect most of the current Mobile Library Service, it is likely that some of our customers with disabilities may be affected, for example by a change in day, time or frequency of visit. However, to lessen any negative impact of this change, the timetable has been reorganised to ensure that every village and care home that currently receives the service will continue to do so, even if the day and/or time has changed in some cases.</p> <p>The consultation identified negative impact in regards to disability for Mobile Link service users in Renhold based on the proposed route change. As a result, the proposed removal of a stop in Renhold has been reinstated.</p>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Race	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Religion or belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is potential for adverse impact for older women as the majority of all Library Link users (62.6%) are women aged 65 years and over.
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other relevant groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Commissioned services

What equality measures will be included in Contracts to help meet the three aims of the general equality duty?	Equality measures, required to ensure the three aims of the general equality duty, form part of the Councils procurement process. These will be managed by the project lead through the different stages of the procurement process.
What steps will be taken throughout the commissioning cycle to meet the different needs of protected equality groups?	We will work with our customers and stakeholders to plan any mitigation required following the consultation.

Actions

	What will be done?	By who?	By when?	What will be the outcome?
Actions to lessen negative impact	We will work with our customers to plan mitigation.	Manager for Libraries and	31 Mar 2018	Regular monitoring information available to Manager for Libraries

	This may be monitoring the reconfiguration of the Mobile and Library Link Services to lessen impact on users with disability	Culture		and Culture to assess impact, and make any changes required to lessen negative equality impact, or encourage greater access to the service.
Actions to increase positive impact	The Royal George in Stagsden to be added to the Saturday timetable.	Head of Libraries	July 2017	More people, especially school aged children, using the stop in Stagsden.
Actions to develop equality evidence, information and data				
Actions to improve equality in procurement / commissioning				
Other relevant actions				

Recommendation

No major change required	<input checked="" type="checkbox"/>	The equality analysis has identified potential age, disability and sex adverse impact for Mobile and Library Link service users. Actions have been identified and taken to lessen any potential impact for children and young people, older people, particularly women, aged 65 years and over and people with disabilities. An action has also been identified to improve access to the service for children and young people.
Adjustments required	<input type="checkbox"/>	
Justification to continue the activity	<input type="checkbox"/>	
Stop the activity	<input type="checkbox"/>	

Summary of analysis

In preparing this report, due consideration has been given to the Borough Council's statutory Equality Duty to eliminate unlawful

discrimination, advance equality of opportunity and foster good relations, as set out in Section 149(1) of the Equality Act 2010.

An equality analysis has been carried out using Mobile and Library Link membership statistics and consultation data. The equality analysis has identified there is potential for adverse equality impact in regards to age, disabilities and sex. Mobile and Library link users are more likely to be under 18 years or 65 years and over, or be a woman aged 65 years and over or have a disability. To lessen any potential adverse impact, the timetable and route has been reorganised to ensure that every village and care home that currently receives the service will continue to do so, even if the day and/or time has changed in some cases. Changes have also been made to the Mobile Library timetable and route to ensure school aged children can access the service and a stop reinstated to ensure access for people with disabilities.

Monitoring and review

Monitoring and review

The new routes will be regularly monitored and reviewed by the Senior Officer (Kempston Library and Mobile Services) as is normal practice, to check they are meeting the needs of users as far as possible. Actions will then be taken to mitigate the impact of any issues that arise.

Review date: 31 Mar 2018